



Effective Supervision Skills

National Competency Standard (BSB)

BSBFLM312 Contribute to team effectiveness

BSBLDR403 Lead team effectiveness

BSBWOR502 Lead and manage team effectiveness



Aim

This course provides the skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion.

Audience

The audience for this course is team leaders, supervisors and new emerging managers who have a leadership role in the development of effective work teams.

Duration

One day.

Course Outcomes

On completion of this course, participants will be able to:

1. Understand the principles of good leadership
2. Participate in team planning
3. Develop team commitment and co-operation
4. Manage and develop team performance
5. Participate in and facilitate work teams

Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for one of the units of competency outlined above (additional fee applies – please enquire when you book). Participants who choose not to be assessed will receive a Certificate of Attendance. Exercises completed during the course will be used as evidence towards competency.

Course Content

Principles of good leadership

- Understanding what makes people tick
- Handling difficult people effectively
- Motivating and inspiring team members
- Maximising your own leadership style

Participating in team planning

- Identifying strategies for setting goals
- Discussing and agreeing on goals and responsibilities
- Identifying resources required
- Establishing standards of performance required by the team
- Determining task reporting requirements

Developing team commitment and co-operation

- Communicating effectively
- Encouraging team decision-making
- Supporting team initiative and interaction

Managing and developing team performance

- Allocating tasks and responsibilities
- Negotiating strategies for goal achievement
- Identifying training needs
- Negotiating on task timelines

Participating in and facilitating work teams

- Reviewing progress against agreed timelines
- Implementing alternative strategies for task achievement
- Monitoring and reporting team performance
- Providing feedback to individual team members